



The Office of Public Policy and Planning is responsible for the development and communication of IDEM policy both internally and externally. The office has functions that include media and communications, community relations, agricultural relations, special programs coordination and business and legislative relations.

#### Media and Communications Services

Media and Communications Services (MACS) provides the public with information through media, publications and electronic information sources. Most printed informational brochures, pamphlets and flyers are produced through this office. MACS also publishes Indiana Environment and Materials Exchange, IDEM's Annual Report and the Indiana State of the Environment Report. The IDEM Internet site, including the IDEM electronic calendar, is also produced by MACS.

Indiana Environment, IDEM's environmental news publication, offers readers information on a variety of topics ranging from agency programs to

environmental events and happenings from around the state. The publication offers a special pull-out section called the Materials Exchange that provides businesses the opportunity to trade or swap manufacturing materials that would otherwise be disposed of in landfills. These material exchanges help remove and reuse potentially useful products from the waste stream.



In an effort to reduce costs and paper usage, IDEM began revising how Indiana Environment is published. IDEM took the first step by creating an online version of the publication. This allows users to help the agency reduce paper usage and provides the reader more features such as links to supporting information and access to archive copies.

 [www.state.in.us/idem/ie/index.html](http://www.state.in.us/idem/ie/index.html)

#### Community Relations

The Office of Community Relations (OCR) serves as a liaison to Indiana municipalities, residents and environmental groups. OCR staff listens to community concerns and investigates and facilitates the resolution of issues by making itself visible and available to the public. Staff members were able to assist more than 70,000 members of the general public during Earth Week, the Governor's Conference on the Environment, Indiana Black Expo and the Indiana State Fair.

#### Agricultural Relations

The Office of Agricultural Relations offers Indiana's agricultural community an important link to environmental assistance. The office provides confidential assistance by answering questions, presenting educational programs and information, providing technical expertise and acting as a link between state and federal programs. The office has been working closely with the livestock industry, producers, industry representatives, IDEM staff and the Office of Commissioner of Agriculture on confined feeding regulations.

#### Online Permit Assistance

In February 2000, IDEM published its interactive, online permit guide on the Internet. The guide contains more than 55 separate Web pages from which users can "drill down" to hundreds of more pages of information, including U.S. EPA Web sites, downloadable application forms, agency guidance documents and e-mail or phone contacts. The IDEM Permit Guide contains an overview of all of IDEM's permitting, certification and registration programs and should prove useful to potential permit applicants and interested citizens alike. It provides permitting information on air, water, land development and waste disposal issues, including multi-agency guidance on dredging permits. The guide also provides non-permit information on a broad range of waste disposal issues as well as information on open burning, fugitive dust, asbestos and lead-based paint abatement.

 [www.state.in.us/idem/guides/permit/](http://www.state.in.us/idem/guides/permit/)



#### Pollution Complaint Clearinghouse

The Pollution Complaint Clearinghouse (PCC) was established to ensure timely, effective and comprehensive handling of citizen complaints concerning the environment. Over the past year, PCC staff have handled a multitude of citizen complaints requiring in-depth research and analysis. In addition, the staff developed and launched the PCC Web site. This Web site contains monthly summary information concerning environmental complaints as well as electronic and printable complaint forms for submission of environmental complaints. The Web site also provides users with a helpful listing of local, state and federal agencies that have sole or concurrent jurisdiction over environmental issues or concerns.

 [www.state.in.us/idem/pollutioncomplaints/](http://www.state.in.us/idem/pollutioncomplaints/)



#### Business and Legislative Relations

The Office of Business and Legislative Relations (OBLR) serves as a liaison to the Indiana General Assembly and assists Indiana's 150 state legislators and their constituents. OBLR assists the business community with specific matters pending before the agency, such as the status of a permit application or enforcement action, as well as any business-related customer service issues. The office listens to the concerns of the business community and investigates and facilitates the resolution of issues. The office has also helped set up meetings for small communities to discuss enforcement actions and other environmental issues.

From July 1999 to June 2000, OBLR responded to more than 695 legislative constituent requests and over 30 business constituent requests. A link to current legislation concerning environmental issues is maintained by this office and available from the Web site listed below.

 [www.state.in.us/idem/busleg/index.html](http://www.state.in.us/idem/busleg/index.html)

